Call Recording
User Guide

The recording interface is available at
https://recording.calltower.com:8443/orkweb/app.
Please contact CallTower at 800-347-5444,
or support@calltower.com if you need login information.

Call recording can be **configured to automatically record calls** or to allow you to manually specify which calls are stored on the recording server.
Please **contact support** to change the recording mode on your account.

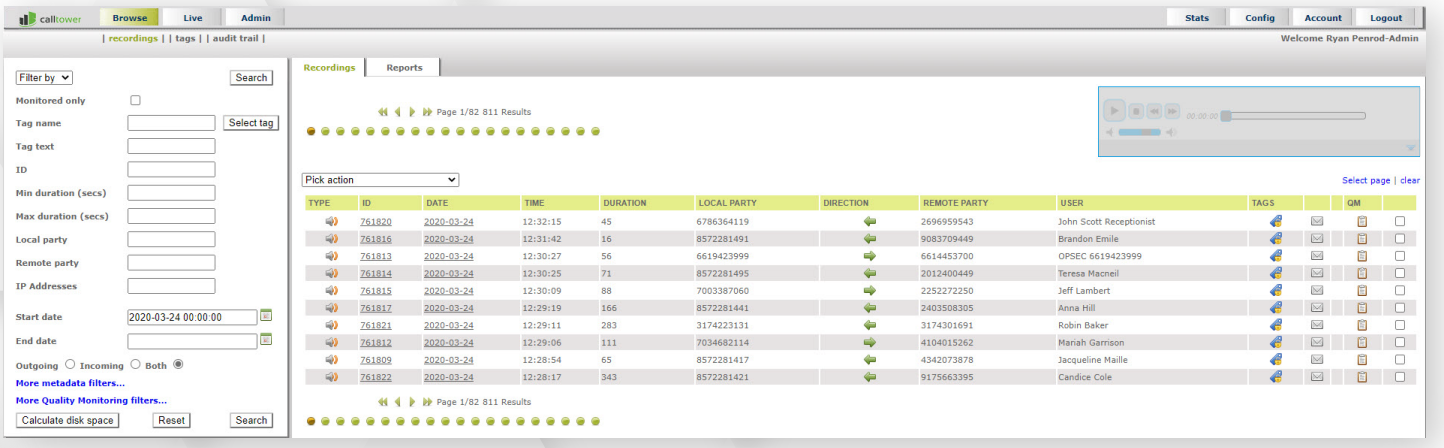
NOTE !

By default, recorded calls are kept for 60 days before being purged, and each user may have up to eight hours of recordings. Please contact CallTower Sales for additional retention time and / or space. Contact CallTower Support to discuss options for archiving recordings on your storage.

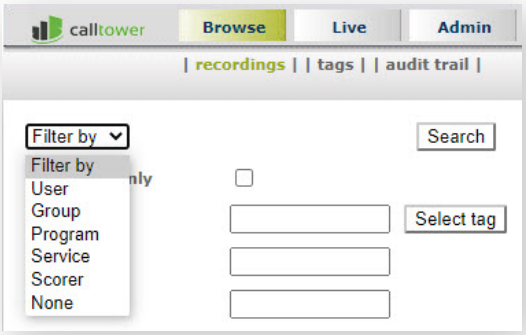
Generally, users are **configured for On Demand or Always On recording.** On demand users must select which calls they want to keep on the Live page of the interface. Always On users will have all calls recorded, although your administrator may allow you to **choose to discard or temporarily pause call recordings.**

ACCESSING RECORDINGS

After you login to the recording interface, you will see the **recorded calls search page**. Recent calls show up by default. Using the Search pane on the left side of the page, you can search for calls by date, local or remote telephone number, call direction (inbound or outbound,) duration, or tags. **Use the asterisk (*) as a wildcard.** For example, to search for calls from any number that starts with +1630789, enter +1630789* in the search field.



You can search for calls **by user or group** by selecting the appropriate option in the Filter By drop down menu. **Once you select an option, you can choose a user or group on the menu that appears.**

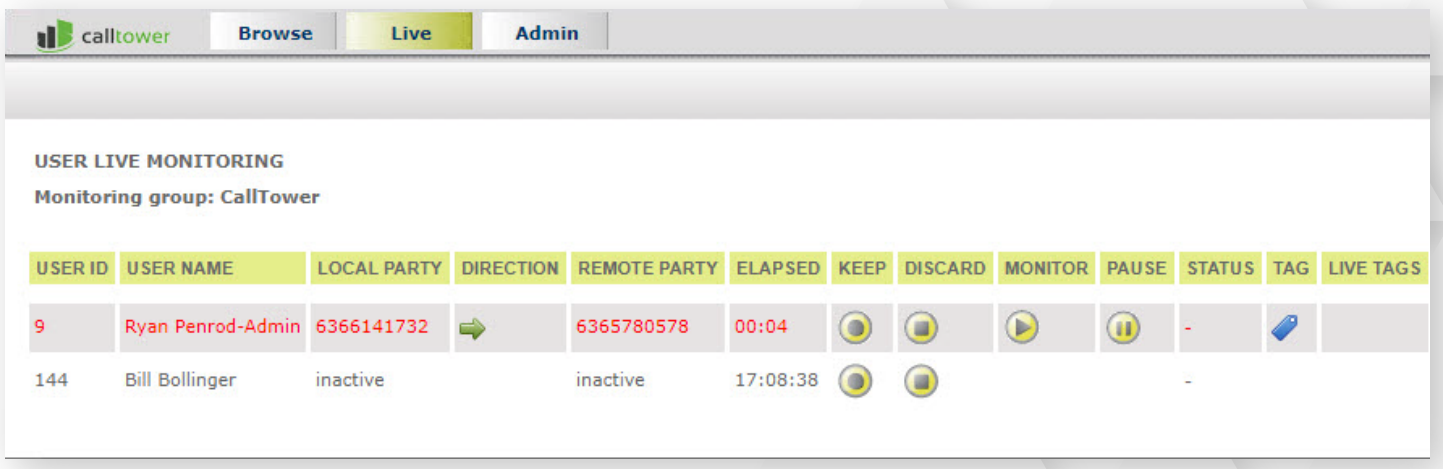


Once you have a call pulled up in the Recordings pane, you can:

- Click on the speaker icon to **listen to the call.**
- Click on the ID or Date of the call **to see more details of a specific call.**
- Click on the Tags icon to **manage tags associated with the call.**
  **See the Tags section for more information.*
- Click on the Email icon to **email the recording to the email address** associated with your account.
- **Export the recorded audio for selected calls.** Check the box at the far right of a call to select it. Once you've selected all the calls you want to export, **click on the Pick Action** drop down menu and **select Export Selected Media Files.** You will need to ensure you have disabled any pop-up blocker on recording interface site to use this feature.
- **Export** the recorded audio for all calls **in the Search Results.** Once you have found the correct recordings using the Search pane, click on the Pick Action drop down menu and select Export Query Results Media Files. You will need to **ensure you have disabled any pop-up blocker** on recording interface site to use this feature. Please note that this may take a very long time or just timeout if you are trying to export the audio from a large number of calls. If you need to export a large number of recordings on a regular basis, **please contact CallTower Support to discuss options for automating this process.**
- **Delete selected or all calls** in the Search Results. Check the **box at the far right** of a call to select it. Once you've selected all the calls you want to delete, click on the Pick Action drop down menu and select Deleted Selected. To delete all calls in Search Results, **find** the correct recordings using the Search pane, **click** on the Pick Action drop down menu and select **Delete** Query Results.

LIVE CALL VIEW

The Live Call view **displays a user's current calls, or all current calls** in the group or Organization for Supervisors and Administrators. Depending on your user type, you may not have access to this page.Access Live Call view by **click on the Live tab at the top of the page.**



For each call, On Demand recording **users can choose to keep a recording** by clicking on the Keep button for that call. **To cancel, click the Discard button** for that call. If allowed, Always On users **may discard a recorded call** with the Discard button as well.

Supervisors may listen to calls listed in the Live tab with the Monitor button. The audio will play through your computer speakers. Click on the **Monitor button** again **to stop** playback.
If allowed, users can pause recording by clicking on the Pause button. Click again to resume monitoring.

TAGS

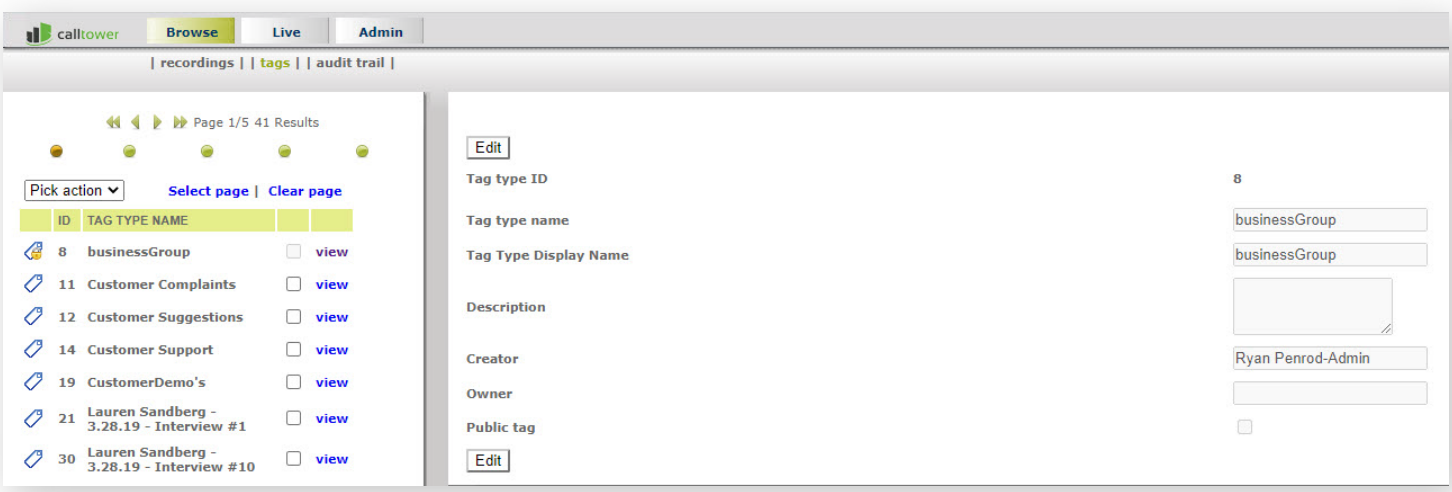
Tags allow you to **add meaningful keywords** that can be used to organize or search for calls. They consist of a **Tag Type, chosen from a dropdown menu, and Tag Text,** which is a freeform field that can be used for notes. Both Tag Type and Tag Text can be used in the Search page. If allowed, users can manage their own tag types, while Supervisors **can create tag types** that show up for **all users in the group.**

MANAGING TAG TYPES

Click on the Tags link to manage Tag Types → Click on the Create New button to create a new Tag Type. → Then click the Edit button → enter the Tag Type Name and Description.

You can use the **Select Owner button** to assign the Tag Type to another user. That function allows you to create a tag type for use by another user without making it a Public Tag. **Check the Public Tag box** if you want the Tag Type to be available to all users in your group or organization. **Click the Submit** button when complete.

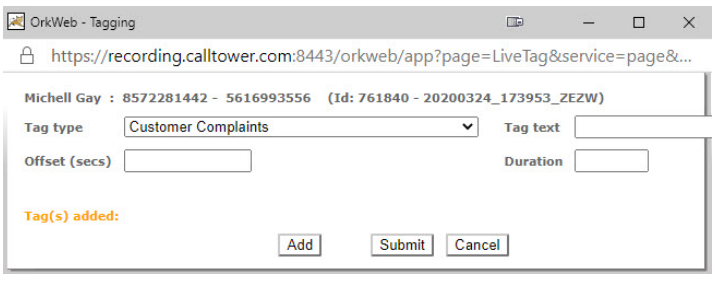
To delete a Tag Type, check the box for the Tag Type(s) you want to **remove and select Delete** from the Pick Action drop down menu.



ADDING TAGS

→ Click on the Tags button on any recording to add Tags to it. → Select the Tag Type from the dropdown menu, then enter the Tag Text.

If desired, you **can attach a tag** to a certain part of the call, listing the start time in seconds in the Offset field and the length of time the Tag applies to in the Duration field. **Click Add** to add the Tag to the recording. Repeat to add additional Tags, or click Submit to save the Tags.



To view the Tags associated with a recording **or to delete** a Tag, click on the ID or Date link of the call. Tags are shown on the right side of the page. Tags added by a user will have a Delete link next to them